

## CLAIMS

- 1    1.    A method for reformatting messages for multiple display environments, the method  
2    comprising:  
3                 determining provision of a user interface including a message display area having a first  
4                 format that includes a first display parameter;  
5                 receiving a message for introduction into the user interface, the message having a second  
6                 format that differs from the first format such that introduction of the message  
7                 unmodified would produce a misalignment according to the first display  
8                 parameter;  
9                 automatically reformatting the message to provide a reformatted message that  
10                 corresponds with the first format;  
11                 providing a display of the reformatted message within the user interface, wherein the  
12                 displayed reformatted message conforms to the first display parameter.
- 1    2.    The method of claim 1, wherein the first format further includes a second display  
2    parameter, and the reformatted message conforms to the first display parameter and the second  
3    display parameter.
- 1    3.    The method of claim 2, wherein the first display parameter is a line length and the second  
2    display parameter is a maximum number of display lines.
- 1    4.    The method of claim 3, wherein automatically reformatting comprises:  
2    receiving the line length and the maximum number of display lines; and

3           re-flowing the message to provide a reformatted message having lines that correspond to  
4           the line length.

- 1       5. The method of claim 4, wherein re-flowing the message comprises:  
2           populating a current reformatted line within the reformatted message with a current line  
3           from the message; and  
4           incrementing to a next reformatted line where insertion of an additional word from the  
5           current line would cause the current reformatted line to exceed the line length.
6. The method of claim 5, wherein re-flowing the message further comprises:  
continuing to populate the current reformatted line with a next line from the message  
where the current line is exhausted before the current reformatted line exceeds the  
line length.
7. The method of claim 6, wherein re-flowing the message further comprises:  
determining a paragraph break where the current line is exhausted and the current line is  
less than a predetermined minimum length.
8. The method of claim 6, wherein re-flowing the message further comprises:  
determining a paragraph break where the current line is exhausted and a double line break  
is found before the next word in the message.
9. The method of claim 1, wherein the local system is a network based customer service  
system and the reformatted message is saved in a database used by the network based customer  
service system.

- 1       10. A computer readable storage medium that stores a set of software instructions, which are  
2 executable to reformat messages for multiple display environments, the instructions comprising:  
3           determining provision of a user interface including a message display area having a first  
4           format that includes a first display parameter;  
5           receiving a message for introduction into the user interface, the message having a second  
6           format that differs from the first format such that introduction of the message  
7           unmodified would produce a misalignment according to the first display  
8           parameter;  
9           automatically reformatting the message to provide a reformatted message that  
10          corresponds with the first format;  
11          providing a display of the reformatted message within the user interface, wherein the  
12          displayed reformatted message conforms to the first display parameter.
- 1       11. The storage medium of claim 10, wherein the first format further includes a second  
2 display parameter, and the reformatted message conforms to the first display parameter and the  
3 second display parameter.
- 1       12. The storage medium of claim 11, wherein the first display parameter is a line length and  
2 the second display parameter is a maximum number of display lines.
- 1       13. The storage medium of claim 12, wherein automatically reformatting comprises:  
2           receiving the line length and the maximum number of display lines; and

3           re-flowing the message to provide a reformatted message having lines that correspond to  
4           the line length.

1     14. The storage medium of claim 13, wherein re-flowing the message comprises:  
2           populating a current reformatted line within the reformatted message with a current line  
3           from the message; and  
4           incrementing to a next reformatted line where insertion of an additional word from the  
5           current line would cause the current reformatted line to exceed the line length.

15. The storage medium of claim 14, wherein re-flowing the message further comprises:  
continuing to populate the current reformatted line with a next line from the message  
where the current line is exhausted before the current reformatted line exceeds the  
line length.

16. The storage medium of claim 15, wherein re-flowing the message further comprises:  
determining a paragraph break where the current line is exhausted and the current line is  
less than a predetermined minimum length.

1     17. The storage medium of claim 15, wherein re-flowing the message further comprises:  
2           determining a paragraph break where the current line is exhausted and a double line break  
3           is found before the next word in the message.

1     18. The storage medium of claim 10, wherein the local system is a network based customer  
2           service system and the reformatted message is saved in a database used by the network based

3 customer service system.

1 19. An apparatus for reformatting messages for multiple display environments, the apparatus  
2 comprising:

3 an interface determination module, configured to determine provision of a user interface  
4 including a message display area having a first format that includes a first display  
5 parameter;

6 a message buffer, configured to receive a message for introduction into the user interface,  
7 the message having a second format that differs from the first format such that  
8 introduction of the message unmodified would produce a misalignment according  
9 to the first display parameter; and

10 a reformatting module, in communication with the interface determining module and the  
11 message buffer, configured to automatically reformat the message to provide a  
12 reformatted message that corresponds with the first format, for provision of a  
13 display of the reformatted message within the user interface, wherein the  
14 displayed reformatted message conforms to the first display parameter.

1 20. The apparatus of claim 19, wherein the first format further includes a second display  
2 parameter, and the reformatted message conforms to the first display parameter and the second  
3 display parameter.

1 21. The apparatus of claim 20, wherein the first display parameter is a line length and the  
2 second display parameter is a maximum number of display lines.

- 1       22. The apparatus of claim 21, wherein automatically reformatting comprises:  
2           receiving the line length and the maximum number of display lines; and  
3           re-flowing the message to provide a reformatted message having lines that correspond to  
4           the line length.
- 1       23. The apparatus of claim 22, wherein re-flowing the message comprises:  
2           populating a current reformatted line within the reformatted message with a current line  
3           from the message; and  
4           incrementing to a next reformatted line where insertion of an additional word from the  
          current line would cause the current reformatted line to exceed the line length.
- 1       24. The apparatus of claim 23, wherein re-flowing the message further comprises:  
2           continuing to populate the current reformatted line with a next line from the message  
3           where the current line is exhausted before the current reformatted line exceeds the  
4           line length.
- 1       25. The apparatus of claim 24, wherein re-flowing the message further comprises:  
2           determining a paragraph break where the current line is exhausted and the current line is  
3           less than a predetermined minimum length.
- 1       26. The apparatus of claim 24, wherein re-flowing the message further comprises:  
2           determining a paragraph break where the current line is exhausted and a double line break  
3           is found before the next word in the message.

1    27.    The apparatus of claim 19, wherein the local system is a network based customer service  
2    system and the reformatted message is saved in a database used by the network based customer  
3    service system.

1    28.    An apparatus for reformatting messages for multiple display environments, the apparatus  
2    comprising:

3                means for determining provision of a user interface including a message display area  
4                having a first format that includes a first display parameter;  
5                means for receiving a message for introduction into the user interface, the message  
6                having a second format that differs from the first format such that introduction of  
7                the message unmodified would produce a misalignment according to the first  
8                display parameter; and  
9                means for automatically reformatting the message to provide a reformatted message that  
10               corresponds with the first format, for provision of a display of the reformatted  
11               message within the user interface, wherein the displayed reformatted message  
12               conforms to the first display parameter.

1    29.    The apparatus of claim 28, wherein the first format further includes a second display  
2    parameter, and the reformatted message conforms to the first display parameter and the second  
3    display parameter.

1    30.    The apparatus of claim 29, wherein the first display parameter is a line length and the

- 2 second display parameter is a maximum number of display lines.
- 1 31. The apparatus of claim 30, wherein automatically reformatting comprises:  
2 receiving the line length and the maximum number of display lines; and  
3 re-flowing the message to provide a reformatted message having lines that correspond to  
4 the line length.
- 1 32. The apparatus of claim 31, wherein re-flowing the message comprises:  
2 populating a current reformatted line within the reformatted message with a current line  
3 from the message; and  
4 incrementing to a next reformatted line where insertion of an additional word from the  
current line would cause the current reformatted line to exceed the line length.
33. The apparatus of claim 32, wherein re-flowing the message further comprises:  
4 continuing to populate the current reformatted line with a next line from the message  
where the current line is exhausted before the current reformatted line exceeds the  
line length.
- 1 34. The apparatus of claim 33, wherein re-flowing the message further comprises:  
2 determining a paragraph break where the current line is exhausted and the current line is  
3 less than a predetermined minimum length.
- 1 35. The apparatus of claim 33, wherein re-flowing the message further comprises:  
2 determining a paragraph break where the current line is exhausted and a double line break

3           is found before the next word in the message.

1       36.     The apparatus of claim 28, wherein the local system is a network based customer service  
2       system and the reformatted message is saved in a database used by the network based customer  
3       service system.